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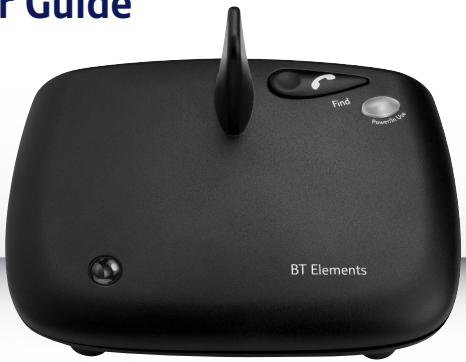
User Guide



BT **Elements**

Digital Cordless Telephone

Welcome...

to your BT Elements Digital Cordless Telephone

- Digital call quality with a 'Best in Class' range of up to 1000 metres outdoors and up to 150 metres indoors.
- Rugged design and sturdy composition makes your BT Elements phone ideal for outdoor use. With a splash and dust-proof finish and also featuring a handy torch.
- Handsfree operation for greater flexibility when on the phone.
- 50 Name and number phonebook to store all your contact numbers for easy dialling.
- Send and receive text messages†
- Inductive charging
- Register up to 5 handsets to the base without the need for additional wiring, giving you a complete phone system on a single line.

† You must subscribe to your network provider's Caller Display service for this feature to work and you must not withhold your number. A quarterly fee may be payable. Note: some network provider lines may not be compatible with this text messaging service.

This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long and is easy to do. Just follow the simple instructions in 'Getting Started', on the next few pages.

Need help?

If you have any problems setting up or using your BT Elements, please contact the Helpline on 0800 145 6789* or email bt.helpdesk@sgweurope.com. Alternatively, you may find the answer in 'Help' at the back of this guide.

IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.This product is intended for connection to analogue public switched telephone networks and private switchboards in the United Kingdom.

* Calls made from within the UK mainland network are free. Mobile and International call costs may vary.

Got everything?

- BT Elements handset
- BT Elements base
- BT Elements charger
- 2 x AAA NiMH 550mAh rechargeable batteries
- 1 x Battery compartment cover
- 1 x Belt clip
- Mains power adaptor for base (item code 040497)
- Mains power adaptor for charger (item code 043317)
- Telephone line cord
- Wall mounting bracket

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Getting started

Location

Your BT Elements phone comes with a base which you will need to place within 2 metres of a mains power socket and telephone socket so that the cables will reach.

The charger can then be located wherever you want in your house, provided it is within reach of a mains power socket. The handset can be charged using the charger.

Make sure the base is at least 1 metre away from other electrical appliances to avoid interference.

Your BT Elements phone works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting the base unit as high as possible can help provide the best signal/range.

Setting up

1. At the handset: Make sure the battery ribbon is laying flat inside the battery compartment and insert the 2 x AAA NiMH rechargeable batteries supplied observing the polarity markings (+ and -).

Handset range

The BT Elements phone has a range of up to 1000 metres outdoors when there is a clear line of sight between the base and the handset. When there is no clear line of sight between the base and the handset, e.g. the base is indoors and the handset either indoors or outdoors, the range could be reduced to 50 metres. Thick stone walls can severely affect the range.

WARNING

Do not place your BT Elements base in the bathroom or other humid areas.

Signal strength

The icon on your handset indicates when you are in range. When you move out of range of the base, the out of range tone will sound every minute and the icon will flash on the handset display. This is repeated until you move back into range.

Talk/Standby time

In ideal conditions, fully charged handset batteries should give about 10 hours talk time or 100 hours standby time on a single charge. The base must remain plugged in to the mains and switched on at all times. Please note that if you are using the torch feature, the talk/standby times will be reduced. Note that new batteries do not reach full capacity until they have been in normal use for several days.

Battery low warning
If the symbol flashes in the display and you hear a warning beep every minute, you will need to recharge the handset before you can use it again.

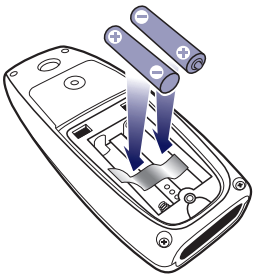
During charging, the symbol will scroll in the display.

Battery performance
To keep your batteries in the best condition, leave the handset off the base for a few hours at a time.

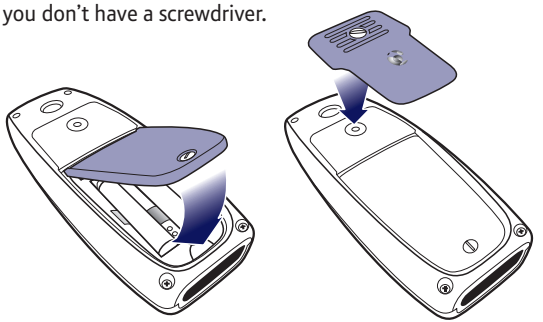
Running the batteries right down at least once a week will help them last as long as possible. From a rundown state the handset may take a minute or so to power up the display.

The charge capacity of rechargeable batteries will reduce with time as they wear out, giving the handset less talk/standby time. Eventually they will need to be replaced. New batteries are available from the BT Elements Helpline on 0800 145 6789*.

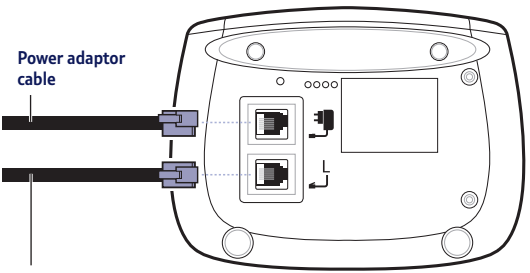
After charging your handset for the first time, subsequent charging time is about 6–8 hours a day dependant on usage. Batteries and handset may become warm during charging. This is normal.



Replace the battery cover: hook the two plastic clips into place first, then lower and screw the cover into place. Finally, screw the belt clip on. You can use a coin, e.g. 10p piece if you don't have a screwdriver.



2. At the base: Plug the mains power cord into the socket on the underside of the base and plug the other end into the mains power wall socket (the base must be plugged into the mains at all times). The green Power/In use light comes on and you will hear a confirmation tone.



(DO NOT connect to the wall socket until the handset is fully charged)

3. At the charger: Plug the charger power cord into the charger and the mains power wall socket. Place the handset on the base to charge for at least 24 hours. The red Charging light comes on. While the handset is charging, the symbol scrolls in the display, when the handset is fully charged the display shows the symbol.
4. After 24 hours, plug one end of the telephone line cord into your BT Elements base and the other end into the telephone wall socket.

Wall mounting (optional)

If you wish you can wall mount the handset and charger.

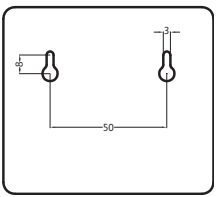
1. Drill two holes in the wall for the 2 screws provided using the wall mounting bracket as a template.

Removing the batteries
If you ever need to remove the batteries; unscrew the belt clip, remove the battery cover, pull the ribbon away from the handset and the batteries will be released.

IMPORTANT
Before you wall mount, please check that:

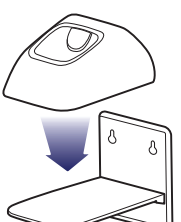
- you are not drilling into any hidden wiring or plumbing
- the mains power adaptor will reach the plug socket

BT are not responsible for any damage / injury caused while attempting to wall mount your phone.



2. Insert the wall plugs provided into the holes and then insert the 2 screws, one into each hole. Leave a gap between the head of the screw and the wall (approx 3mm).

3. Thread the power cable from the charger through the hole in the bracket and thread the cable into the cable groove on the underside. Secure the charger onto the bracket by screwing the 3 screws supplied into the underside of the bracket.



4. Fix the bracket (now with charger attached to it) onto the screws protruding from the wall, by placing it over the screw heads then pull it down gently and it should drop down and secure into place.

Your BT Elements phone is ready for use

Getting to know your phone

Handset and charger

Earpiece / receiver

Display with orange backlight
Backlight comes on when you receive a call or when any button is pressed.

Secrecy / Clear / Back
In talk mode, press to switch secrecy (mute) on/off, page 18.

In entry mode, press to delete digits.

In menu mode, press to move back to the previous screen or press and hold to exit and return to standby.

When viewing the Calls list/Redial list, press to delete the displayed entry or press and hold to delete all entries.

Redial / Scroll Up / Volume +
In standby mode, use to redial any of the last 10 numbers called, page 19.

When dialling/storing a number, press to enter a pause, page 23.

In talk mode, press to increase the handset earpiece volume, page 17.

Use to scroll up through the phonebook, redial list and Calls list.

Talk
In standby mode, press to make or receive calls.

In talk mode, press to end a call, page 16.

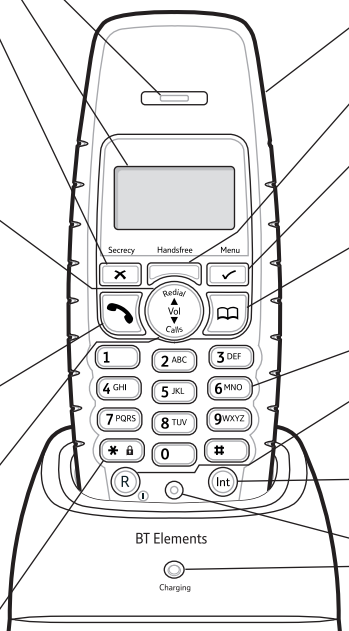
Calls / Scroll Down / Volume –
In standby mode, press to open the Calls list, page 38.

In talk mode, press to decrease the handset earpiece volume, page 17.

Use to scroll down through the phonebook, redial list and Calls list.

✱ / Keypad lock
Switch temporarily from pulse to tone dialling.

From standby, press and hold to lock the keypad, page 21.



Torch On / Off (located on back of handset)
Press and hold to switch the torch on, page 21.

Release the button to switch the torch off, page 22.

Handsfree
In standby mode, use to switch handsfree on and off, page 18.

Menu / OK
In standby mode, press to access and scroll through the menu options, page 14.

Press to confirm a displayed option.

Phonebook / Exit
In standby or talk mode, press to open the Phonebook, page 22.

When viewing the Redial list/Calls list or when editing, press to exit and return to standby.

Alphanumeric keypad with orange backlight
Use to enter digits and characters.

Recall / Power On/Off
For use with a switchboard/PBX and BT Calling Features.

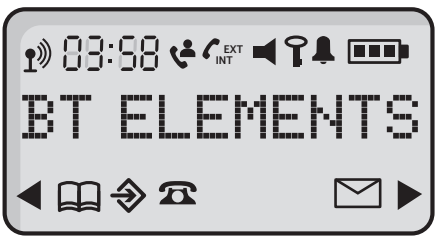
Use to switch the handset power on/off, page 16.

Int
In standby or talk mode, use to make an internal call, page 56.

Microphone

Charging Indicator
Illuminates when the handset is charging in the base.

Handset display icons – These are the symbols you will see on your handset's screen



Handset
Displayed when the line is in use.

Ext
Displayed when an external call is being received or in progress.

Int
Displayed when an internal call is being received or in progress.

New Calls (Telephone)*
Flashes to indicate new Calls list entries.

Person/Handset*
When viewing the Calls list, indicates a call you answered.

Person*
When viewing the Calls list, indicates an unanswered call.

Phonebook
Displayed when the phonebook is in use.

Menu
Displayed when the menu is in use.

Battery status
Shows handset battery status. Scrolls when the handset is charging in the base.

Range
Displayed in standby mode to indicate handset is in range of the base. Flashes if you go out of range or if a handset is not registered.

Keypad lock
Displayed when the keypad is locked.

Left arrow or Right arrow
Indicates that the displayed number/text message is longer than the screen (12 digits or more).

Alarm bell
Displayed when the alarm is set.

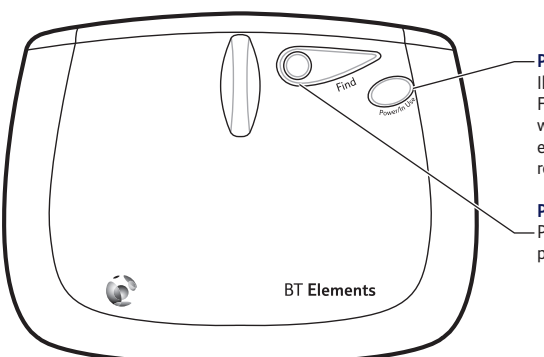
Envelope
Displayed to indicate new text messages in the Inbox.

Handsfree speaker
Displayed when in handsfree mode.

* You must subscribe to your network provider's Caller Display service for this feature to work. A quarterly fee may be payable.

Standby display – When in standby, the display shows the handset name, handset number, the time and the range and battery icons.

Base



Power / In use / Calls light / Message Indicator
Illuminates when the power is connected. Flashes when receiving a call and during a call, when you have new text messages or Calls list entries waiting and when the phone is in registration mode.

Page (Find handset)
Press to page/locate a missing handset, page 22.

Exit or go back one level in the menu
Press ✕ to go back one level.

Press ✕ repeatedly to exit and return to standby.

Navigating the menus

Your BT Elements has an easy to use menu system. Each menu has a list of options, which you can see on the menu map on the following page.

When the handset is switched on and in standby:

1. Press Menu ✓ to open the main menu, then press Redial ▲ or Caller ▼ repeatedly to scroll to the menu option you want.
2. Press Menu ✓ to select a displayed menu option or press ✕ to go back to the previous screen.

To change between upper or lower case, press #.

Character map

The following table shows you where each letter and punctuation character can be found. This will be helpful when storing a name in the phonebook, see page 22.

Button	Symbol	Button	Symbol
1	. , - ? ! ' @ : ; 1	7 PQRS	P Q R S 7 Ψ
2 ABC	A B C 2 Ä Å Æ	8 TUV	T U V 8 Ü 0
3 DEF	D E F 3 É Φ	9 WXYZ	W X Y Z 9 Ω
4 GHI	G H I 4 Γ	0	SPACE 0 ~ & % Õ 3 £ $ ¥ § ¿ ( ) ¡
5 JKL	J K L 5 Λ	*	* = + / \ < > # [ ] _ ¯ ¦ ^ { }
6 MNO	M N O 6 Ñ ö Ø		

Menu map

Phonebook
- Add Entry
- Modify Entry
- Delete Entry

SMS
- Inbox
- Personal SMS
- Write
- Delete All
- SMS Settings
  - Msg Alert
  - Send Service
  - Rcv Center
  - Send Center
  - Terminal No

Setup
- Base Volume
- Base Melody
- Del Handset
- Pin Code
- Dial Mode
- Recall Mode
- Default

Handset
- Beep
  - Keytone
  - Low Battery
  - Out Of Range
- Int Ring Vol
- Ext Ring Vol
- Int Melody
- Ext Melody
- Auto Answer
- Handset Name
- Language
- Key Lock ?

Date & Time
- Set Date
- Set Time
- Set Alarm

Register
- Select Base
- Reg Base

Using the phone

When you make a call, the backlight on the handset display comes on and the In Use light on the base flashes.

Press Redial to enter a pause in the dialling sequence.

You can enter a pre-dial number up to 32 digits long, Only the last 12 digits will be displayed.

Call timer
Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call.

Switch the handset power on/off

To switch off:

1. Press and hold R until the display goes off.

To switch on:

1. Press and hold R for **3 seconds** and the display will come back on.

Make an external call

1. Lift the handset and press . The and EXT INT symbols are displayed.
2. When you hear the dialling tone, dial the number you want.

Preparatory dialling

1. Enter the number first. If you make a mistake, press to delete the last digit.
2. Press to dial.

End a call

1. Press .

Or

Place the handset back on the charger.

Receive a call

When you receive a call, the phone rings, the EXT symbol flashes, the keypad backlight comes on and the Calls light on the base flashes. Call is displayed and the EXT or EXT INT symbol flashes to let you know if it is an external or internal call.

1. If your handset is on the charger and auto-answer is on: pick up the handset to answer the call.

   Or

   If your handset is on the charger and auto-answer is off: pick up the handset and press to answer the call.

   Or

   If your handset is off the charger, press .

Earpiece volume

During a call you can adjust the volume of the earpiece/handset receiver. There are 5 volume levels to choose from.

1. Press redial to increase or Calls to decrease the volume.

Ringer volume
While the phone is ringing, you can use redial or Calls to adjust the ringer volume.

Caller Display
If you have subscribed to your network's Caller Display service, the caller's number (or name if stored in the phonebook) is displayed. See page 37 for more information.

Auto answer
As long as you have auto answer set to ON you can just pick the handset up off the charger to answer a call. If you have switched it off, you will need to press . If auto answer is set to ON and you lift the handset to answer and then press the call will be ended.

Auto answer ON is the default setting. See page 28 for more information on auto-answer.

Range
The symbol on the display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

Secrecy (mute)

During a call, you can mute the microphone and talk to someone nearby without your caller hearing.

1. Press Secrecy. Mute is displayed while the microphone is muted and your caller cannot hear you.
2. Press Secrecy again to resume your conversation with your caller.

Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables other people in the room to listen to your conversation over the loudspeaker.

Make a handsfree call

1. Press Handsfree then dial the number. The icon is displayed and you hear your call over the loudspeaker.
2. Press to end the call.

Switch to handsfree during a call

During a call:

1. Press Handsfree. The call is transferred to the loudspeaker.
2. Press to end the call.

During a handsfree call, press redial or Calls to change the volume.

To switch handsfree off and return to the handset at any time, press Handsfree.

Redial

The last 10 telephone numbers called are saved to a redial list. You can then select any of the numbers to redial, delete or copy to the directory.

To exit the redial list at any time, press .

Dial a number from the redial list

1. Press redial. The last number called is displayed.
2. Use redial or Calls to scroll through the redial list to the number you want.
3. Press to redial.

Redial numbers can be up to 32 digits long. Only the first 12 digits will be displayed, if there are more than 12 digits, the ▶ symbol will be displayed. Press Menu to view the remaining digits.

If the number is stored in the phonebook and a name/number match is found, the name will be displayed instead. To toggle between the name and number, press **OK**.

Delete a number from the redial list

1. Press redial. The last number called is displayed.
2. Use redial or Calls to scroll through the redial list to the number you want.

3. Press ✕, Delete? is displayed, press Menu ✓ to confirm. Or press ✕ to cancel.
4. Press 📖 to return to standby.

Delete the entire redial list

1. Press Redial. The last number called is displayed.
2. Press and hold ✕, Delete All? is displayed, press Menu ✓ to confirm. Or press ✕ to cancel.
3. Press 📖 to exit and return to standby.

Copy a redial list number to the phonebook

1. Press Redial. The last number called is displayed.
2. Use Redial or Calls to scroll and display the number you want, then press Menu ✓.
3. Add? is displayed, press Menu ✓.
4. Name? is displayed. Enter a name using the keypad and press Menu ✓.
5. The redial number is displayed. If you wish you can edit the number. When the number is correct, press Menu ✓.
6. Press Redial or Calls to select a melody and press Menu ✓ to save the entry.

7. Press to exit and return to standby.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To lock the keypad:

1. Press and hold * for 3 seconds. The display shows the symbol.

To unlock the keypad:

1. Press any key. The display shows Press *.
2. Press * within 3 seconds to unlock the keypad.

You can also lock the keypad using the handset settings menu, see page 29.

IMPORTANT
If the keypad is locked you will NOT be able to dial the emergency numbers 999 and 112.

Switch the torch on/off

To help you see in dark or poorly lit environments, you may find the torch a handy feature.

To switch on:

1. Press and hold Torch to switch the torch light on. The button can be found on the back of the handset.

WARNING
Never look directly at the torch light, or shine it into the eyes as the light is very bright. Please keep the torch away from small children.

To switch off:

1. Release Torch to switch the torch light off.

Paging

You can alert a handset user that they are wanted or locate a missing handset.

Paging calls cannot be answered by a handset.

The paging ring will stop automatically after 30 seconds if no button is pressed and your handset will return to standby.

1. Press Find on the base. All handsets registered to your BT Elements base will beep and display the INT symbol and □ □ □ □.
2. Press Find again to stop the paging ring. Or press any button on the handset.

50 Name and number phonebook

You can store up to 50 names and numbers in the phonebook. Names can be up to 12 characters long and numbers up to 24 digits. You can also select from 10 different ringtones for phonebook entries.

Store a phonebook name and number

Entering names
There is a character map on page 14 to help you when entering names.

Use the keypad letters to enter names, e.g. to store TOM:

Press 8 TUV once to enter T.

Press 6 MNO three times to enter O.

Press 6 MNO once to enter M.

Writing tips
Press ✕ to delete the last character or digit.

1. Press Menu ✓ to open the main menu.
2. Phonebook is displayed, press Menu ✓.
3. Add Entry is displayed, press Menu ✓.

4. Enter a name using the keypad and press Menu.
5. Enter a telephone number using the keypad and press Menu.
6. Use redial or Caller to scroll through and hear a sample of each melody. When you hear the melody you want, press Menu to confirm.
7. Press ✕ repeatedly to exit and return to standby.

Dial an entry

1. Press 📖 to open the phonebook list.
2. Use redial or Caller to scroll and find the entry you want or search alphabetically.
3. Press 📞 to dial the displayed number.

Edit a phonebook name or number

1. Press Menu to open the main menu.
2. Phonebook is displayed, press Menu.
3. Press redial or Caller to select Modify Entry and press Menu.
4. Use redial or Caller to scroll and find the entry you want to edit (or search alphabetically) and press Menu to select.

To enter a space press 0.

Use 0, 1, and * for punctuation characters, see page 14 for full character map.

If the next letter is on the same button as you have just pressed, wait for the cursor to move to the right before trying to enter it.

You MUST enter a name and a number otherwise the entry will not be stored.

Entering numbers
Make sure you enter the full telephone number including the dialling code if you subscribe to a Caller Display service and want the name of your caller displayed instead of the number.

To enter a pause in a phonebook number, press redial and a P will be displayed. For more information on pauses, see page 70.

The ringer melody option means that when you receive a call from a number stored in your phonebook the ringtone you choose will be played.

To see the number before dialling, with the entry name displayed, press Menu.

If the number has more than 12 digits, press Menu to view the remaining digits.

To search alphabetically
Press the relevant keypad button, e.g. for TOM, press 8 TUV then scroll Redial or Calls through the entries under T.

To exit press . To return to standby from the main menu at any time, press .

If you access the phonebook by pressing rather than via the menu and you edit a name / number, the modification will only be taken into account for the current call and will not be stored to the phonebook permanently.

5. The name is displayed. Use to delete any incorrect characters and enter new ones using the keypad and press Menu to confirm.
6. The number is displayed. Use to delete any incorrect digits and enter new ones using the keypad and press Menu to confirm.
7. The current melody is played. Use Redial or Calls to scroll through and hear a sample of each melody. When you hear the melody you want, press Menu to confirm.
8. Press repeatedly to exit and return to standby.

Delete a phonebook entry

1. Press Menu to open the main menu.
2. Phonebook is displayed, press Menu.
3. Press Redial or Calls to select Delete Entry and press Menu.
4. Use Redial or Calls to scroll and find the entry you want to delete (or search alphabetically) and press Menu to select.
5. Confirm? is displayed. Press Menu to confirm.
6. Press repeatedly to exit and return to standby.

Handset menu

Keypad beeps

Your BT Elements phone has a selection of beeps / warning tones which can be set to on, to alert you to certain situations:

Key tones – where a beeps sounds every time a keypad button is pressed (to confirm the button press).

Low battery warning tone – a beep alerts you when the batteries are low and need recharging.

Out of range tone – when the handset moves too far from the base and goes out of communication range a warning tone will sound.

If you switch key tones off, you will not hear any confirmation tones when altering settings.

1. Press Menu to open the main menu.
2. Press Redial or Calls until Handset is displayed, then press Menu.
3. Beep is displayed, press Menu.
4. Use Redial or Calls to display either Keytone, Low Battery or Out Of Range and press Menu.
5. Use Redial or Calls to select On to activate the beeps, or Off to deactivate the beeps and press Menu.
6. Press ✕ repeatedly to exit and return to standby.

Handset ringer volume

The handset has 6 ringer volume settings: Off and 1–5 where, 1=low and 5=high.

1. Press Menu to open the main menu.
2. Press redial or Calls until Handset is displayed, then press Menu.
3. Press redial or Calls to select either Int Ring Vol or Ext Ring Vol and press Menu.
4. Press redial or Calls to highlight the volume you require and press Menu to confirm.
5. Press × repeatedly to exit and return to standby.

You will hear a sample ring for all settings (except Off).

Handset ringer melody

You can choose from 10 polyphonic ringer melodies for both external and internal calls.

1. Press Menu to open the main menu.
2. Press redial or Calls until Handset is displayed, then press Menu.
3. Press redial or Calls to select either Ext Melody or Int Melody and press Menu.
4. Use redial or Calls to hear and select a melody. Press Menu to confirm your selection.
5. Press × repeatedly to exit and return to standby.

Handset name

You can give your handset a name to personalise it if you are using more than one handset. The maximum number of characters is 10.

1. Press Menu to open the main menu.
2. Press Redial or Calls until Handset is displayed, then press Menu.
3. Press Redial or Calls to display Handset Name and press Menu.
4. The existing handset name is displayed, followed by a flashing cursor. Use ✕ to delete the current name and enter a name using the keypad, then press Menu to confirm.
5. Press ✕ repeatedly to exit and return to standby.

To delete incorrect characters press ✕.

For help with entering names, see page 22.

Display language

You can change the language that is shown on your handset display. There are 17 languages to choose from: English, French, Spanish, Italian, German, Dutch, Portuguese, Danish, Finnish, Swedish, Norwegian, Russian, Greek, Polish, Czech, Slovak, or Hungarian.

1. Press Menu to open the main menu.
2. Press Redial or Calls until Handset is displayed, then press Menu.
3. Press Redial or Calls to display Language and press Menu.

4. Press Redial or Calls to highlight the language you want and press Menu to confirm.
5. Press × repeatedly to exit and return to standby.

Auto answer

If you set auto answer to On, when you receive an incoming call and the handset is in the charger, you can pick it up to answer the call. You do not need to press .

1. Press Menu to open the main menu.
2. Press Redial or Calls until Handset is displayed, then press Menu.
3. Press Redial or Calls to display Auto Answer and press Menu.
4. Press Redial or Calls to select either On or Off and press Menu to confirm.
5. Press × repeatedly to exit and return to standby.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To lock the keypad:

1. Press Menu to open the main menu.
2. Press Redial or Calls until Handset is displayed, then press Menu.
3. Press Redial or Calls to display Keylock? and press Menu to confirm.

To lock the keypad:

1. Press any button. The display shows Press *.
2. Press * within 3 seconds to unlock the keypad.

You can also lock the keypad using the * button, see page 21.

While the keypad is locked, the icon will be displayed.

IMPORTANT
If the keypad is locked you will NOT be able to dial the emergency numbers 999 and 112.

Set-up menu

Base ringer volume

The base has 6 ringer volume settings: Off and 1–5 where, 1=low and 5=high.

1. Press Menu to open the main menu.
2. Press redial or Calls until Setup is displayed, then press Menu.
3. Base Volume is displayed, press Menu.
4. Press redial or Calls to highlight the volume you require and press Menu to confirm.
5. Press ✕ repeatedly to exit and return to standby.

You will hear a sample ring at the base for all settings (except Off).

Base ringer melody

The base has 5 ringer melodies to choose from.

1. Press Menu to open the main menu.
2. Press redial or Calls until Setup is displayed, then press Menu.
3. Press redial or Calls to select Base Melody and press Menu.
4. Use redial or Calls to hear and select a melody. Press Menu to confirm your selection.
5. Press ✕ repeatedly to exit and return to standby.

PIN code

Your BT Elements has a security PIN code which you will need to change some of the settings on your phone. The default PIN code is 0000. You may want to change this to prevent unauthorised changes to your settings.

1. Press Menu to open the main menu.
2. Press Redial or Calls until Setup is displayed, then press Menu.
3. Press Redial or Calls to select Pin Code and press Menu.
4. Enter the current 4 digit PIN code and press Menu.
5. Enter a new 4 digit PIN code and press Menu.
6. Re-enter the new PIN code and press Menu.
7. Press ✕ repeatedly to exit and return to standby.

For security when you enter each digit of the PIN code it will be displayed as a *.

Dial mode

The dialling mode is pre-set to Tone (DTMF) dialling. If you are using your BT Elements phone with an older type of switchboard/PBX you may required to change this setting to Pulse dialling.

Contact your PBX/Switchboard provider if you are unsure which setting to use.

1. Press Menu to open the main menu.
2. Press Redial or Calls until Setup is displayed, then press Menu.

Switch temporarily to Tone dialling
If the dial mode is set to pulse dialling you can switch temporarily to tone dialling for the duration of the call.

After you press to get a line, press and hold * before you enter the telephone number. The number you enter will be dialled out using tone dialling.

Please contact your network provider is you are unsure which setting to use.

3. Press or to select Dial Mode and press Menu.
4. Use or to highlight the dial mode you want and press Menu to confirm your selection.
5. Press repeatedly to exit and return to standby.

Recall mode

If your switchboard does not operate with the present recall setting you can change it to earth loop recall by selecting Earth.

There are 2 recall mode settings:

Recall – for time break recall. This is the default setting.

Earth – for earth loop recall.

1. Press Menu to open the main menu.
2. Press or until Setup is displayed, then press Menu.
3. Press or to select Recall Mode and press Menu.
4. Use or to highlight the recall setting you want and press Menu to confirm your selection.
5. Press repeatedly to exit and return to standby.

Restore default settings

You can restore your BT Elements phone to its default (original) settings as described on page 34.

Please note, restoring the default settings will delete your phonebook, redial and calls list.

1. Press Menu to open the main menu.
2. Press Redial or Caller until Setup is displayed, then press Menu.
3. Press Redial or Caller to select Default and press Menu.
4. Enter the 4 digit PIN code and press Menu.
5. Confirm? is displayed, press Menu to confirm the reset. The handset will switch off, then switch back on again with the default settings restored.

Default PIN code setting is 0000.

Restore default settings without a PIN

If you have forgotten your PIN code, you can restore your BT Elements to the default settings following the procedure shown below.

1. Unscrew and remove the belt clip and battery compartment cover.
2. Remove the batteries for a few minutes. Press and hold * , while still pressing the * button, insert the batteries again observing the polarity markings (+ and -).
3. Default is displayed, press Menu.
   When the phone powers up, the default settings will be restored.

4. Replace the battery compartment cover and belt clip.

Default settings

Handset Name	HANDSET 1
Low Battery Tone	ON
Out of Range Tone	ON
Key Tones	ON
Auto Answer	ON
Handset Internal Ringer Melody	1
Handset Internal Ringer Volume	5
Handset External Ringer Melody	1
Handset External Ringer Volume	5
Earpiece Volume	3
Phonebook list	Empty
Calls List	Empty
Redial List	Empty
PIN code	0000
Dial Mode	DTMF Tone
Keypad Lock	OFF

Date and time settings

Set the date

1. Press Menu to open the main menu.
2. Press redial or Caller ID until Date & Time is displayed, then press Menu.
3. Set Date is displayed, press Menu.
4. Enter the date (dd/mm) e.g. for 15th February, press **1**, **5**, **0**, **2**, then press Menu.
5. Press ✕ repeatedly to exit and return to standby.

Set the time

1. Press Menu to open the main menu.
2. Press redial or Caller ID until Date & Time is displayed, then press Menu.
3. Press redial or Caller ID to select Set Time and press Menu.
4. Enter the time in 24-hour format, e.g. for 9:24pm press **2**, **1**, **2**, **4**, then press Menu.
5. Press ✕ repeatedly to exit and return to standby.

Your BT Elements uses the 24 hour clock.

If you subscribe to a Caller Display Service from your network provider the time will be set when you receive your first call.

When the alarm is set the symbol will be displayed when in standby mode.

Set the alarm

You can use your BT Elements phone as an alarm clock.

1. Press Menu to open the main menu.
2. Press Redial or Calls until Date & Time is displayed, then press Menu.
3. Press Redial or Calls to select Set Alarm and press Menu.
4. Press Redial or Calls to select either:

   On to switch the alarm on and press Menu. The previous alarm time setting is displayed. Enter the time you want the alarm to sound in 24 hour format e.g. for 7:30am press 0, 7 PQRS, 3 DEF, 0, then press Menu.

   Or

   Off to switch the alarm off and press Menu.
5. Press ✕ repeatedly to exit and return to standby.

Silence the alarm

When the alarm time is reached, the alarm will sound and Alarm On will flash in the display.

1. Press any button on the handset to silence the alarm.

BT Calling Features

Caller Display

If you have subscribed to a Caller Display Service, you will be able to see your caller's number on your handset display (provided it is not withheld) prior to answering the call.

If your caller's name and number are stored in the phonebook and a name/number match is found, you will see the caller's name alternating with their telephone number on the display.

IMPORTANT
To use Caller Display you must first subscribe to the service from your network provider. A quarterly fee may be payable. For more information on BT Calling Features call BT free on 0800 800 150.

To ensure that the caller's name is displayed, make sure you have stored the full number, including the dialling code in the directory.

Calls list

The Calls list holds up to 40 telephone numbers and they are stored in the order they were received. The caller's details are stored in the Calls list whether you answered the call or not. If a call is received when the list is full, the oldest entry will be deleted automatically.

When a new call is received in the Calls list the ☎ icon will flash in the display when in standby mode to alert you.

To exit the Calls list at any time, press 📖.

If there are no entries, Empty will be displayed.

It may take a couple of seconds for the display to show the telephone number or name for an incoming call. The display will initially display Call followed by the number.

Your BT Elements can display numbers up to 20 digits and names up to 12 characters.

If a caller has withheld their number, Withheld will be displayed.

If the number is unavailable, Unavailable will be displayed.

If the call is from an international number, International will be displayed.

If the call is from a private number, Private will be displayed.

If the call is from the operator, Operator will be displayed.

If the call is from a payphone, Payphone will be displayed.

If the call is from a ringback request, Ringback will be displayed.

View and dial from the Calls list

1. Press Calls. The most recently received number or name is displayed.

   If you answered the call, you will see the symbol.

   If the call was not answered, you will see the symbol.

2. Use Redial or Calls to scroll through the list.

   With a name displayed, press **OK** repeatedly to view the caller's number and the date and time the call was received.

3. To dial a displayed number, press . The number will be dialled automatically.

   Or

   To exit and return to standby, press .

   When all new calls have been viewed the symbol will disappear from the display.

Copy a Calls list number to the phonebook

1. Press Calls. The most recently received number or name is displayed.

   If you answered the call, you will see the symbol.

   If the call was not answered, you will see the symbol.

2. Use Redial or Calls to scroll through the list to the number you want to store.
3. Press Menu repeatedly until Add? is displayed, then press Menu.
4. Enter a name using the keypad, then select the Menu option.
5. The number is displayed, (if necessary, edit the number), then press Menu.
6. The ringer melody options are displayed, use Redial or Calls to scroll and hear a sample of each melody, when you hear the one you want press Menu. The entry is stored to the phonebook.
7. Press to return to standby.

See 'Entering names' and 'Writing tips' on page 22.

If you need to edit the number, use ✕ to delete any unwanted digits, then enter new ones using the keypad.

Delete an entry/all entries in the Calls list

1. Select the Calls option. The most recently received number or name will be shown.
2. Use Redial or Calls to scroll through the list.
3. Press and release ✕ to delete the currently displayed entry only. Delete? is displayed.

   Or

Press and hold ✕ to delete all entries. Delete All? is displayed.

4. Press Menu ✓ to confirm you want to delete.

   Or

   Press ✕ if you decide not to delete.

5. Press 📖 to return to standby.

Text messaging

Welcome to the BT text messaging service on your BT Elements. Your BT Elements phone can send and receive text messages from participating mobile networks and compatible landline telephones in the UK.

The fixed line text service is provided under BT's terms and conditions for telephone service. These can be found by visiting the BT.com website at: http://www.bt.com/terms

Subscribe to the text messaging service

When you send your first text message from your BT Elements phone you will automatically be registered for the service.

On receipt of your first text through the service, the system will send you a welcome text message back.

You may also register by sending the word 'Register' to 00000 upon which you will receive a confirmation message.

Cost of the fixed line service

There is no subscription charge (other than the subscription to Caller Display). Visit the BT.com website (www.bt.com) to find out how much it costs to send a text message (depends upon your call package).

IMPORTANT
You must subscribe to your Network Provider's Caller Display service so that you can use text messaging.

A quarterly fee may be payable, please contact your network provider for more details.

You may also send messages to landline phones that are NOT text compatible. Messages to non-compatible lines will be connected to voice text and delivered in spoken words to the telephone as a call. Please note that the conversion can translate common abbreviations and smileys etc, but to ensure maximum clarity of message delivery, abbreviations etc should be used sparingly.

At any time, press ✕ to go back to the previous screen, or press ✕ repeatedly to cancel and return to standby.

In order to send and receive text messages you must not withhold your number. On most networks if you normally withhold your number the 1470 prefix presents your number for you.

Press ✕ to delete incorrect characters/digits.

To enter a space, press 0.

To change from lower to upper case, press #.

For help with entering text, see page 43.

Receiving a call while writing a text
If you are writing a text and you receive a call the text will be lost.

Problems sending
If there is a problem sending a message the display shows Send Fail and the handset returns to standby.

Send a text message

1. Press Menu ✓ to open the main menu.
2. Press Redial ▲ or Calls ▼ until SMS is displayed, then press Menu ✓.
3. Press Redial ▲ or Calls ▼ until Write is displayed, then press Menu ✓.
4. If this is your first message, Write Msg is displayed.

   If you have sent a message previously, this message will be displayed. Press and hold ✕ to delete the existing message.
5. Use the keypad to write your message then press Menu ✓.
6. Either enter the number you want to send to using the keypad and select Menu ✓.

   Or, press 📖 to open the phonebook and scroll Redial ▲ or Calls ▼ to search for the name you want and select Menu ✓.
7. Press Menu ✓ again to send the message. Sending... is displayed, then Message Sent.

Entering text

A single text can be up to 160 characters.

Standard text entry

With standard text entry you can enter a word by pressing each letter button a number of times to display the character you want on the screen. For example, to write the word "Hello", press 4 GHI twice, 3 DEF twice, 5 JKL three times, 5 JKL three times and 6 MNO three times.

See page 14 for the complete character map.

Writing tips for text entry

1. If you make a mistake, press ✕ to delete the last character or digit to the left of the cursor. Press and hold ✕ to delete a string of text.
2. If the message is longer than 12 digits, the ◀ or ▶ symbol will be displayed to denote hidden text. If ▶ is displayed, press ▼ Calls to view the hidden text or if ◀ is displayed, press ▲ Redial to view the hidden text.
3. Press and release 0 to insert a space.
4. To enter a number, keep pressing the required number button until the number is displayed.
5. To enter the phonebook, press 📖.

You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.

6. The cursor automatically moves to the right after a couple of seconds. So when the next letter is on the same button as the one you have just entered, wait for the cursor to move to the right before trying to enter it.

Receiving and reading text messages

Received messages are stored in the Inbox. The Inbox can store up to 15 messages.

When you receive a new text message, the ✉ symbol flashes in the display along with the number of new messages (e.g. 3 New Msgs). The Messages Indicator on the base flashes and you will hear the new message alert beeps (provided they are set to on).

If you have sub-addresses set up
If a text message has been sent to a particular sub-address, the ✉ symbol will only appear on the handset associated with that sub-address and will be shown as part of the 'personal SMS' for that handset. Otherwise, it will be displayed on all handsets and stored in the Inbox.

The number of new messages shown in the display includes messages in your personal SMS box and in the general Inbox.

To view the most recent message details:

1. Press Menu ✓ to open the main menu.
2. The number for the most recent message is displayed, press Menu ✓ to display the message.
3. Scroll Redial ▲ or ▼ Calls to move through the message.
4. Press Menu ✓ to view further menu options.

To view further messages or to view old messages:

1. Press Menu to open the main menu.
2. Press Redial or Caller ID until SMS is displayed, then press Menu.
3. Press Redial or Caller ID until Inbox is displayed, then press Menu. The telephone number of the most recent message is displayed.
4. Press Redial or Caller ID to scroll through the list of messages and press Menu to open and read a message.

   Messages marked * are new (unread) messages.

   For each message, you will see:

   The sender's name (if the sender's details are stored in your phonebook and a name/number match is found), otherwise you will see the sender's number.

   The full message.

   Use Redial or Caller ID to move through the message.

   Press C at any time to return to the Inbox menu.
5. When you have read the message, press Menu then Redial or Caller ID to scroll and select from the following options:

   Reply – to write and send a reply.

   Press Menu. Enter your message using the keypad and press Menu. Press Menu again to send.

   Delete – to delete the message.

The last message sent will be saved and displayed when you next go to write a message.

Press Menu. Press Menu again to confirm.

Forward – to forward the message to another number.

Press Menu. The message is displayed. Press Menu.

Either enter the number you want to send to using the keypad and press Menu.

Or, press to open the phonebook and scroll Redial or Calls to search for the name you want and press Menu. Press Menu again to send the message.

If a message fails to send, Send Fail will be displayed.

Details – to view the number the message was received from and date and time the message was received.

Press Menu. Then use Redial or Calls to scroll through the message details.

6. Press repeatedly to exit and return to standby.

Service Centre numbers

To send and receive text messages you need the telephone number of your Network's text Centre. These numbers have already been pre-programmed into your BT Elements phone.

If you accidentally delete the SEND or RECEIVE Service Centre numbers you will need to re-enter them in order for your text service to work.

Your BT Elements phone can store 2 SEND Service Centre numbers and 2 RECEIVE Service Centre numbers.

The pre-programmed SEND Service number is: 1470P1709400.

The pre-programmed RECEIVE Service number is: 080058752.

Adding or changing Service Centre numbers

1. Press Menu to open the main menu.
2. Press redial or Caller until SMS is displayed, then press Menu.
3. Press redial or Caller until SMS Settings is displayed and press Menu.
4. Press redial or Caller until Send Center or Rcv Center is displayed and press Menu.
5. Use redial or Caller to display either Send 1/Receive 1 or Send 2/Receive 2 and press Menu.
6. Either enter the server number and press Menu.

If you have more than one 'Server Centre' stored on your BT Elements phone you will need to select which one you want to use for sending (see next section).

Or, if a number is already stored, it will be displayed. To edit the number, use ✕ to delete existing digits and enter new ones using the keypad and press Menu ✓.

7. Press ✕ repeatedly to exit and return to standby.

Select a Send Service Centre number

If you have more than one Service Centre stored on your BT Elements you will need to select the one you want to use for sending. Your BT Elements phone is pre-set to send using Server Centre 1. All messages sent will go via the selected provider.

1. Press Menu ✓ to open the main menu.
2. Press Redial ▲ or Calls ▼ until SMS is displayed, then press Menu ✓.
3. Press Redial ▲ or Calls ▼ until SMS Settings is displayed and press Menu ✓.
4. Press Redial ▲ or Calls ▼ until Send Service is displayed and press Menu ✓.
5. Use Redial ▲ or Calls ▼ to select either Send 1 or Send 2 and press Menu ✓.
6. Press ✕ repeatedly to exit and return to standby.

Message alert beeps

When you receive a text message, the message alert beeps will sound. These beeps can be switched on or off.

1. Press Menu to open the main menu.
2. Press redial or Caller until SMS is displayed, then press Menu.
3. Press redial or Caller until SMS Settings is displayed and press Menu.
4. Press redial or Caller until Msg Alert is displayed and press Menu.
5. Press redial or Caller to select On or Off and press Menu to confirm.
6. Press ✕ repeatedly to exit and return to standby.

If you select On, you will hear a sample of the alert beeps.

If people do not include the terminal number, the messages will be stored in the Common Box and will be accessible to all users of your BT Elements phone.

If you wish you can change an existing terminal number to another number between 6 and 9.

Using sub-addresses to keep your messages private

Your BT Elements is pre-set to make all text messages available to every handset user with all messages sent from and received via a 'General Inbox' (terminal number 0).

Your BT Elements phone can register up to 5 handsets. If you have more than one handset registered to your base, each handset has a handset number. This number is also used as a 'terminal number' (or sub-address) and allows you to receive personal text messages at your own handset to keep them private from other users.

You must remember to tell people your terminal (handset) number. They must put the relevant terminal number at the end of your telephone number when they send you a text message.

Set a terminal number (sub-address)

1. Press Menu to open the main menu.
2. Press Redial or Calls until SMS is displayed, then press Menu.
3. Press Redial or Calls until SMS Settings is displayed and press Menu.

4. Press redial or Calls until Terminal No is displayed and press Menu.
5. Press × to delete the existing terminal number (the default is 9) and enter a new one using the keypad (the choice is 6, 7 or 8), then press Menu to confirm.
6. Press × repeatedly to exit and return to standby.

How callers send a text to your handset

When your caller sends a text, by simply adding your 1-digit terminal number on the end of your telephone number, the text will automatically be stored to your own handset.

Reading personal text messages

If you have new messages, the display will show the ✉ icon and the number of new messages. When viewing the list of messages, if a message is private, the 🔒 icon will be displayed at the top of the screen.

1. Press Menu to open the main menu.
2. Press redial or Calls until SMS is displayed, then press Menu.
3. Press redial or Calls until Personal SMS is displayed, then press Menu. The telephone number of the most recent message is displayed.

4. Press redial or Calls to scroll through the list of messages. Press Menu to view the full details for each message.
5. Press × repeatedly to exit and return to standby.

Message memory full

When the SMS message memory is full, Memory Full will be displayed. So that you can continue to send and receive messages, you will need to delete some/all old messages.

Delete all messages from the Inbox/your personal message box

1. Press Menu to open the main menu.
2. Press redial or Calls until SMS is displayed, then press Menu.
3. Press redial or Calls until Delete All is displayed and press Menu.
4. Press redial or Calls to display either Inbox or Personal SMS and press Menu. Confirm? is displayed.
5. Press Menu to confirm or × to cancel and return to the previous screen.
6. Press × repeatedly to exit and return to standby.

Using additional handsets

You can use up to five GAP compatible handsets with your BT Elements base to extend your phone system without needing to install extension sockets for each new phone.

Your BT Elements handset can be registered to up to 4 bases. You can then select the base you would prefer to use.

You need to register any additional handsets you purchase to your BT Elements base.

Additional handsets must be fully charged before attempting to register.

Registering a new BT Elements handset

At the base:

1. Press and hold Find until you hear a beep, then release it.

   The base will now remain in registration mode for 90 seconds, during which time you will need to complete the following procedure.

   At the new handset:

2. Press Menu to open the main menu.
3. Press Redial or Calls until `Register` is displayed, then press Menu.
4. Press Redial or Calls to highlight `Reg Base` and press Menu.
5. Enter a base number (from 1 to 4) and press Menu.
6. Enter the 4 digit PIN code and press Menu.

If the handset is already registered to a base, the base number will flash.

The default PIN code is 0000.

When the base is located, your handset will display the base ID number, press Menu to confirm registration to this base or cancel by pressing .

The handset is automatically allocated the next available handset number which is displayed when in standby mode.

If registration is unsuccessful, the handset will return to standby mode. Try moving closer to the base you want to register to and following the registration procedure again.

Registering another type of handset to your BT Elements base

Handsets must be GAP compatible to be able to be registered to your BT Elements base.

At the base:

1. Press and hold Find until you hear a beep, then release it.

   The base will now remain in registration mode for 90 seconds, during which time you will need to complete the registration procedure shown in the other manufacturer's user manual.

Registering your BT Elements handset to another base

1. Follow the instructions shown in the other manufacturer's guide to put the base into registration mode.
2. Follow steps 2 to 6 of 'Registering a new BT Elements handset' on page 53 to register the handset.

Select a base

If your BT Elements handset is registered to more than one base, you can select which base to use. Alternatively, if you select Auto your handset will automatically select the base with the best reception.

1. Press Menu to open the main menu.
2. Press Redial or Caller ID until Register is displayed, then press Menu.
3. Press Redial or Caller ID to highlight Select Base and press Menu.
4. Press Redial or Caller ID to select a base number (1 to 4) or select Auto and press Menu to confirm.
5. Press ✕ repeatedly to exit and return to standby.

When selecting a base, the currently selected base number flashes.

If an invalid base selection is entered, you will hear the error tone.

De-register a handset

You cannot de-register the handset you are using.

1. Press Menu to open the main menu.
2. Press redial or Calls until Setup is displayed, then press Menu.
3. Press redial or Calls to select Del Handset and press Menu.
4. Enter the 4 digit PIN code, then press Menu.
5. Enter the number of the handset to be removed (1–5) using the keypad. You will hear a tone to confirm the handset has been de-registered.
6. Press ✕ repeatedly to exit and return to standby.

Internal calls

If you have more than one handset registered to the base, you can make internal calls between two handsets.

If you enter an invalid handset number, the display will return to standby.

1. Press Int. The and EXT INT symbols are displayed.
2. Enter the handset number (1–5) you want to call.

   At the called handset, the EXT INT symbol flashes and the calling handsets number is displayed. The user can press to answer the call.
3. Press to end the call.

Transferring calls

You can transfer an external call to another handset registered to the base.

During a call:

1. Press Int. The external caller will be put on hold.
2. Enter the internal handset number that you want to transfer the call. The called handset will ring.

   At the called handset, the user can press to answer the call.
3. At the original handset: When the other handset answers, press to complete the transfer.

   If the called handset does not answer, press Int to speak to the external caller again.

If you want to cancel the call transfer, press .

3-Way Call

You can hold a 3-way conference call between 2 internal handsets and 1 external handset.

During a call:

1. Press Int. The external caller will be put on hold and will hear a tone.
2. Enter the internal handset number that you want to hold the 3-way call with.
3. When the internal handset user answers, press # to begin the 3-way call.
4. Either internal handset can press at any time to leave the 3-way call.

Phone does not work

- Have you installed the batteries correctly? See page 7.
- Check that the mains power is correctly connected.

No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the batteries and mains power for 10 minutes, then reconnect and try again.

You have a dial tone, but the phone will not dial out

- You may need to change the dial mode from tone to pulse, see page 31.
- If you are connected to a switchboard, check whether you need to dial an access code.

Handset does not ring

- The ringer volume may be switched off, see page 26.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base, see page 53.

No display

- The batteries may be flat, dead or incorrectly inserted.
- Recharge or replace the batteries.

icon flashes

- Is the handset registered correctly to the base, see page 53.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.

icon flashes

- The batteries are low, place the handset on the base/charger to recharge.

icon not scrolling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your BT Elements base may be on the line.

No Caller Display number/name displayed

- Have you subscribed to a Caller Display service from your network provider, see page 37.
- The caller may have withheld their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the full STD dialling code.

Cannot register a handset to a base

- You can register a total of 5 handsets to your BT Elements base and you can register your BT Elements handset to up to 4 bases. Check that you have not exceeded the limits.
- Check that you have entered the correct PIN number (default PIN 0000).
- Check that you are at least one metre away from other electrical equipment to avoid interference when registering.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- You may have a faulty line or socket. Try using another socket or line. Call BT on 151 if you still experience problems.

Base charging light not working

- Try cleaning the charging contacts on the base.
- Check that the mains power is correctly connected.

Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your BT Elements phone can interfere with other electrical equipment if it is placed too close. It is recommended that you place your BT Elements base at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.

Customer Helpline

If you are still experiencing difficulties please call the BT Elements Helpline on 0800 145 6789* or email bt.helpdesk@sgweurope.com.

Possible problems with text messaging

Text messages cannot be sent and screen displays Send Fail

- The base station power supply or telephone line cord might not be properly connected. Check that the base station power supply is plugged into the mains socket and switched on and that the telephone is plugged into the telephone wall socket.
- There might be a fault on the line. Check your telephone line is working properly.
- You might have deleted the server number in error. See page 46-48 for instructions on how to enter the number.

Cannot send text

- Check service centre number is correct including 1470P prefix (this is for BT lines. If you have another network provider please check the prefix number with them). In order to send and receive text messages you must not withhold your number. If you normally withhold your number the 1470 prefix presents your number for you.

Cannot receive text

- You will not be able to receive text messages until you have first sent a message. The first message sent registers you with the text service.
- More than one text messaging product is plugged into the line. Remove other products.
- Check service centre number is correct.
- Ensure you have subscribed to a Caller Display service and that it is active. You can check this by noting if your phone displays your caller's number when you receive an incoming call.

- If you are using personal user areas please ensure you have given people your user area number and that they are entering it to the end of your telephone number when sending you a text message.

Text has previously been sent and received but you are now only receiving voice spoken text messages, from number 0845 6021111.

- This may be due to your line being de-registered at the text service centre. All you need to do is text RESET and send it to 00000. You will receive a confirmation message back. This assumes that your Caller Display service is active and working on your line. Messages sent to 00000 are free.

Further help and advice for text queries on BT lines:

- BT Residential customers – call 151, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- BT Business Customers – call 152, choose option 2, when prompted by the Fault Management Service select option 2, enter your phone number on the handset and wait to speak to a customer adviser.
- For other telephone service providers please contact their customer services.

General sales enquiries

- BT Residential lines – call 150. BT Business lines – call 152.
- For non BT line customers, call 0800 800 150 (residential) or 0800 800 152 (business).
- Additional handsets are available from the Helpdesk on 0800 145 6789*.

Billing enquiries

- Refer to the telephone number shown on your telephone bill.

Other functions and services available from the text messaging service

- By sending the following commands to the BT text self administration facility you can control functions and capabilities in your text phone and the way messages are handled.

1. Press Menu to open the main menu.
2. Press Redial or Calls until SMS is displayed, then press Menu.
3. Press Redial or Calls until Write is displayed, then press Menu.
4. Use the keypad to type in the following commands (depending upon what you want to do):

   * 1 # Opt out from receiving voice text messages.

   # 1 # Turns off the opt out option.

   * 2 ABC * Turns on permanent voice text message delivery to your phone. All incoming text is delivered as voice text.

   # 2 ABC # Turns off permanent voice text message delivery.

5. Press Menu.
6. Enter 00000 and press Menu.
7. Press Menu again to confirm and send.

If you are sending a message from a fixed line phone to another fixed line phone

- * 3 DEF # Forces a message you send to be delivered as a voice text even though the recipient may have a text enabled phone and usually receives written text. This command is inserted at the start of the message and applies only to that message, e.g. * 3 DEF # 'Hello I will be home late'.

If you are sending a message from a fixed line phone and require a status report

- * 3 DEF # Will allow a status report to be sent back to you when you have sent a message to confirm delivery.
- Place * 0 # at the start of your text message. Write the message and send it. You will receive a reply text back to your phone giving the status report for that message.

You keep hearing an error beep

- You have pressed the wrong button in a sequence. Check the prompts in the display or refer to instructions in this user guide.

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing.

1. Unscrew and remove the belt clip and battery compartment cover. You can use a coin if you don't have a screwdriver handy.
2. Remove the old batteries.
3. Make sure the battery ribbon is laying flat inside the battery compartment and insert 2 x AAA NiMH 550mAh rechargeable batteries observing the polarity markings (+ and -).
4. Replace the battery cover: hook the two plastic clips into place first, then lower and screw the cover into place.
5. Finally, screw back the belt clip.

Note

Spare rechargeable batteries are available from the BT Elements Helpline 0800 145 6789*.

WARNING

Do not immerse batteries in water or throw them into a fire, or dispose of them with ordinary domestic refuse.

BT accepts no responsibility for damage caused to your BT Elements phone by using any other types of batteries.

There is a risk of explosion if batteries are replaced by an incorrect type.
Dispose of batteries according to the instructions.

General information

Safety information

- Only use the power supply suitable for the BT Elements range. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. The item code for the base mains power supply is 040497 and the item code for the charger mains power supply is 043317.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the BT Elements Helpline on 0800 145 6789*.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the Helpline on 0800 145 6789* for all repairs.
- If the keylock is switched on, it is NOT possible to make calls, including to the emergency numbers (999/112).
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- It is recommended that if you have a pacemaker fitted you check with a medical expert before using this product.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Never look directly at the torch light, or shine it into the eyes.

Cleaning

- Clean the handset and base (or charger) with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The handset may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Product disposal instructions

The symbol shown here and on the product means that the product is classed as Electrical or

Electronic Equipment and should not be disposed with other household or commercial waste at the end of its working life.

The Waste of Electrical and Electronic Equipment (WEEE) Directive (2002/96/EC) has been put in place to recycle products using best available recovery and recycling techniques to minimise the impact on the environment, treat any hazardous substances and avoid the increasing landfill.

Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product as per your local authority's recycling processes. For more information please contact your local authority or the retailer where the product was purchased.

Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

Guarantee

Your BT Elements is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below, the guarantee will provide for the repair of, or at BT's or its agent's discretion, the option to replace the BT Elements or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished or repaired product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to BT or its agent as instructed.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12 month guarantee period:
Prior to returning your product, please read the Help section beginning on page 59 or contact the Helpline on 0800 145 6789*or email bt.helpdesk@sgweurope.com for assistance. In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside of the 12 month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network.

We recommend that you contact BT's approved repair agent Helpdesk Solutions on 0870 240 5029 or a local qualified repairer.

Returning your phone

If the Helpline is unable to remedy your problem they will ask you to return the product. Where possible, pack the product in its original packaging. Please remember to include all parts, including the line cords, power supply units and the original batteries. (Please note that we cannot take responsibility for goods damaged in transit.) Please obtain and keep proof of posting from the Post Office.

Technical information

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your BT Elements has a REN of 1. A total REN of 4 is allowed. If the total REN of 4 is exceeded, the telephones may not ring. With different telephone types there is no guarantee of ringing, even when the REN is less than 4.

Any additional handsets and chargers that you register have a REN of 0.

Only use approved base mains power supply, item code: 040497.

Only use approved charger mains power supply, item code: 043317.

Only use approved batteries.

These products are available from the BT Elements Helpline on 0800 145 6789*.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive 1999/5/EC.

For your records

Date of purchase:

.....

Place of purchase:

.....

Serial number:

.....

For guarantee purposes proof of purchase is required so please keep your receipt.

Declaration of Conformance

Hereby, BT declares that this BT Elements is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

The Declaration of Conformance for the BT Elements is published on the website:

www.bt.com/producthelp

Connecting to a switchboard

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards, which support tone and pulse dialling and timed break recall. If in doubt please consult your service provider.

Inserting a pause

With some switchboards, after dialling the access code you may have to wait for a moment while the switchboard picks up an outside line so you will need to enter a pause in the dialling sequence.

Press to insert a pause (P) before entering the telephone number.

You may also need to enter a pause when storing international numbers or charge card numbers.

Recall

You may need to use the recall function if you are connected to a switchboard/PBX (Private Branch Exchange), contact your PBX supplier for further information. The recall function is set to timed break recall and is also used for BT Calling Feature.

For a Better Future

We're always looking to make our products last longer and use less power, so we don't have such a big impact on the environment.

To find out about what we are doing, visit **bt.com/betterfuture**

BT

Offices worldwide

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